

From: Gary Heine/=TMS/Toyota. Sent: 2/21/2008 3:51 PM.
To: [-] Tom Steger/=TMS/Toyota@Toyota; Clayton Meyer/=TMS/Toyota@Toyota; Cole Stutz/=TMS/Toyota@Toyota; Andrew Curtin/=TMS/Toyota@Toyota; Mike Robinson/=Mobile/Toyota@Toyota; Jaime Angulo/=TMS/Toyota@Toyota; Craig Parker/=TMS/Toyota@Toyota; John Stover/=TMS/Toyota@Toyota; Tim Davis/=TMS/Toyota; Nobu Takeda/=TMS/Toyota@Toyota; Scott Stewart/=TMS/Toyota; Thomas Wenninghoff/=TMS/Toyota@Toyota.
Cc: [-]
Bcc: [-]
Subject: Fw: Toyota PQSS Executive Summary through February 16, 2008.

Please review all carefully for new issues

Regards,
Gary Heine
Quality Assurance Powertrain Manager
Toyota Customer Services Division
O- 310 468 2521
C- 310 977 0860
F- 310 381 7783
----- Forwarded by Gary Heine/TMS/Toyota on 02/21/2008 03:50 PM -----

"Colacurcio, Joe" <Joe.Colacurcio@nielsen.com>
02/21/2008 02:58 PM
To <greg_bryan@toyota.com>, <gordon_rush@toyota.com>
cc <Ray_Shinozaki@toyota.com>, <Randy_Wagner@toyota.com>, <Jeff_Northrup@toyota.com>, <craig_erickson@toyota.com>, <matt_allen@toyota.com>, <brian_lyons@toyota.com>, <Randy_Reida@toyota.com>, <Howard_Abrahams@toyota.com>, <Russell_Suzuki@toyota.com>, <Mike_Robinson@toyota.com>, <Gary_Heine@toyota.com>, <Bob_Nagai@toyota.com>, <Tom_Krembs@toyota.com>, <michael_jarboe@toyota.com>, "Enzweiler, Julie" <Julie.Enzweiler@nielsen.com>, "Hamm, Scott" <Scott.Hamm@nielsen.com>, "Stephenson, Bill" <Bill.Stephenson@nielsen.com>
Subject FW: Toyota PQSS Executive Summary through February 16, 2008

Hello,

Attached please find the Toyota Quality Executive Summary report reflecting data from February 3, 2008 – February 16, 2008. The reporting site (<http://toyota.reports.buzzmetrics.com/main.asp>) has also been updated with the latest information. This report contains multiple High Priority quality issues. Below you will find an Executive Summary of what is contained in this bi-weekly report. Note: Due to the on-sale date of the 2009 Corolla and Matrix, the attached report now refers to the 2003 – 2008 Model Years of these vehicles "Previous Generation".

Toyota
4Runner Current Generation
· Catalytic Converter
· Door Blows Open on the Highway
· Fan Blower Motor
4Runner Previous Generation
· Difficult Start or Engine Stumble/Stall
Camry Current Generation
· V6 Transmission Flare
· Dash Rattle
· Brown Spots on Doors, Quarter Panels
Corolla Previous ('03-'08) Generation
· Faulty ECM
· Engine Belt Problems
· Sulfur Odor
· Window Stuck in Hot Weather
Highlander Current Generation
· Window Rattle
Prius Current Generation
· Computer Problems/ "Christmas Tree" Dashboard Lights
· Traction Control Concerns
· Reverse Gear Does Not Engage
· Strut Leaks
RAV4 Current Generation
· "Droning" at Highway Speeds
· Brake Problems
· Battery Corrosion

Sienna Current Generation

- VSC/ABS/Braking Malfunctions
- CEL and VSC/TRAC Warning Lamps Illuminated
- Poor MPG

Tacoma Current Generation

- Clutch Issues
- Unintended Acceleration with Cruise Control
- Bridgestone Tires in Slick Conditions

Tundra Current Generation

- Tailgate Problem

Tundra Previous Generation

- Transmission Problems

Lexus

Lexus ES 350

- Excessive Wind Noise

Lexus GS 350

- Windshield Creak, Rattles
- Starting Issues with Cold Engine

Lexus LS 460

- Excessive Wind Noise

Lexus LS 600hL

- Excessive Paint Chips

Lexus RX 300

- Issues with Shifting into Reverse

Lexus RX 330

- Interior Rattles

Scion

Scion xB Current Generation

- Windshield Cracks
- Clutch Noises

Please feel free to contact us if you have any questions.

Thanks,

Joe Colacurcio

Automotive Industry Analyst

Nielsen Online

The Nielsen Company

50 West RiverCenter Blvd.

Third Floor

Covington, KY 41011

859.905.4936 voice

610.462.3048 mobile

joe.colacurcio@nielsen.com

www.nielsen-online.com